

**Printing and Mail Services  
Request for Proposal**

*April 1st, 2015*

**Direct all communications related to this RFP to the following contact:**

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## Section I—RFP Overview

### *A. Purpose of the RFP*

The Missouri House of Representatives is evaluating proposals for the outsourcing of its printing and mail service operations. For this purpose, the Missouri House has developed this Request for Proposal (RFP) to provide Print Service providers the background information required for a successful bid. This information will assist bidders in understanding the requirements necessary to provide print and mailing functions and meet all deadlines as they occur.

Specifically, the goal the Missouri House of Representatives hopes to achieve with this RFP is:

- Decrease costs without sacrificing quality
- Maintain or improve service
- Increase capacity without increasing costs
- Partner with a company who continually explores new opportunities and options for the Missouri House to consider that improves production, services and at the same time saves money

### *B. General Conditions*

This RFP is not an offer to contract. Acceptance of a proposal neither commits the Missouri House of Representatives to award a contract to any supplier, even if all requirements stated in this RFP are met, nor limits our right to negotiate in our best interest. We reserve the right to contract with a supplier for reasons other than lowest price. We will thoroughly examine each proposal for best price, product/service quality, performance measures, and flexibility, while also gauging the companies' ability to support the proposed services in Mid Missouri.

Proposals are to be made in good faith, without fraud, collusion or connection of any kind with any other contractor for the same work. All bidders must compete in their own interest and in their own behalf. **If the contractor is subcontracting any portion of this agreement, they must identify the subcontractor(s) in the proposal and the services they will provide.**

The Missouri House of Representatives reserves the right to reject any or all proposals, in whole or in part, with or without cause, even if all the stated requirements are met. In addition, the Missouri House may enter into negotiations with one or more entities simultaneously and award a contract without notification. The Missouri House may, at its discretion, seek clarification from any printing service that has submitted a proposal and may do so without notification to any other printing service. At the sole discretion of the House of Representatives, bidder presentations may be requested before award of the contract. The House of Representatives may also request the opportunity to conduct

an on-site review of the supplier's facility and/or other locations where these services are provided, and/or a demonstration of the proposed technology.

The supplier will absorb all costs incurred in the preparation and presentation of the proposal.

All suppliers who submit proposals will be notified of the results of the selection process.

Any contractor selected will be required to ensure that it and any subcontractor (s) retained by you shall comply with all Missouri and Federal laws and regulations, including Missouri's prevailing wage law , if applicable.

### ***C. Confidentiality***

The information contained herein is confidential and submitted to you solely to enable you to respond to this RFP. You should treat as strictly confidential and proprietary the terms of this RFP and all other information provided by us in connection with this initiative. Your receipt of this RFP constitutes your agreement not to disclose such information or the fact that you have been asked to submit a proposal to a third party for any reason. Without limiting the foregoing, you are not authorized, without our prior written consent, to publicize the fact that you are a potential supplier to us.

We will treat information received from your company as confidential or proprietary with the same consideration.

### ***D. Contract Term***

For the purpose of this RFP, any contractual period will be up to 60 months, provided that appropriations are made for such purpose by the Missouri General Assembly and are enacted into law. The proposal should include a method of termination prior to the full term by either party through an appropriate period of written notification.

### ***E. Proposal Effective Period***

Suppliers should state in writing that all furnished information, including prices, will remain valid for 90 days from the date their proposal is received by the Missouri House of Representatives.

### ***F. Evaluation Criteria***

Evaluation criteria will include, but may not be limited to, the following:

- Responsiveness to the RFP specifically to the degree of which proposal provides the most complete and concise requested information.

- Depth of operational support and infrastructure in Missouri in providing on-site managed printing services with qualified, dedicated employees and past experience in this area. The House of Representatives will be looking for past history of company's services and if such services are currently in Missouri.
- Demonstration of additional savings provided after agreement implementations, and continual value offered to on-site managed printing services client through process change or technology/service recommendations.
- Printing service transition plan.
- Total cost and benefits over the contract period including any "value-add" that may benefit the Missouri House of Representatives.

## Section II—Supplier Instructions

### A. RFP Schedule

This schedule outlines the major activities that will occur in this bid process and the due dates. Any changes in deadlines will be communicated to all suppliers in writing. We reserve the right to disqualify any supplier who does not comply with these deadlines. The Missouri House reserves the right to modify or extend the following deadlines at our sole discretion.

Activity	Description	Due Date/Time
Submit Intent to Bid Form	Send form provided in Attachment 1 to contact on RFP cover page via e-mail or fax; include all contact information.	Wednesday April 15, 2015 10:00 p.m.
Submit Bidders Walk Through Attendance Form	Send form provided in Attachment 2 to contact on RFP cover page via e-mail or fax; include all contact information.	Wednesday April 15, 2015 10:00 p.m.
Attend Bidders Walk Through	Walk through of HOUSE OF REPS Printing Services – you will be notified if you send in the Bidders Walk Through Attendance Form and your name is listed on the form	Monday April 20, 2015 1:00 p.m.
Submit follow-up questions (note: all questions must be submitted by due date)	Send to contact on RFP cover page via e-mail	Monday April 27, 2015 10:00 p.m.
HOUSE OF REPS response to bidder questions	E-mail response to suppliers	Monday May 4, 2015 10:00 p.m.
Submit final RFP response	Send (2) two bound copies to contact on RFP cover page as specified in Section II, Subsection C, and Section IV of this RFP.	Friday May 15, 2015 6:00 p.m.
Negotiate/execute contract with selected vender	Coordinate with contact on RFP cover page	To be determined
Implement services (selected vender)	All equipment and personnel must be on site and operational	Wednesday July 1, 2015

### B. Supplier Questions and RFP Addendum

Questions regarding the content of or schedule for the RFP must be submitted in writing by e-mail to the contact identified on the cover page of the RFP, according to the RFP schedule provided in Section II-A. The House of Representatives will issue answers to all supplier questions, as noted in that schedule.

In the event that modifications or additions to the RFP become necessary, suppliers will be notified in writing.

### C. Proposal Content

Your proposal should be organized as follows.

Label	Description
<i>Include with proposal as separate document</i>	Letter of Introduction
<b>Table of Contents</b>	Include a table of contents with section and subsection headings
<b>Executive Summary</b>	A concise and brief overview of the highlights of your proposal.
<b>General Supplier Information</b>	Response to questions in Section IV-A
<b>Capabilities and Account Management Approach</b>	Response to questions in Section IV-B
<b>Proposed Approach</b>	Response to questions in Section IV-C
<b>Staffing</b>	Response to questions in Section IV-D
<b>Performance Metrics and Reporting</b>	Response to questions in Section IV-E
<b>Transition and Implementation</b>	Response to questions in Section IV-F
<b>References</b>	Response to questions in Section IV-G
<b>Proposed Costs</b>	Response to questions in Section IV-H
<b>Appendix</b>	Include any additional material referenced in your proposal that is essential to the House of Reps informed review. Please do not include bulk marketing material unless it illustrates or explains a specific point you are making.

## Section III—Current State

### ***A. Background Information***

The information provided in this section and referenced attachments details our current equipment, staffing, and other information by which you will prepare your proposal. This information should form a thorough baseline for your recommendations. The bidders walk through is an opportunity to see the operation and augment the information provided in this section.

### ***B. Scope of Services***

The Missouri House of Representatives is currently considering programs for the following office services areas:

- Printing and Mail Services

We will be contracting for services including the following:

- Equipment:
- Service/maintenance on vender provided equipment
- Supplies – items necessary to operate provided equipment. Paper is not to be included.
- Personnel
- On-site management
- Monthly reporting
- Up to 60-month contractual pricing

## **SITE DETAIL**

### **Printing and Mail Services, Key Documents**

(but not limited to)

- House Bills (printed in various stages)
- House Journals
- House Bill Calendars
- House Amendments
- Conference Committee Reports and Substitutes



- Member Newsletters
- Member Community Service Directories
- Member Questionnaires
- Miscellaneous Member/Staff printing requests

The Missouri House of Representatives currently uses an estimated 28 million impressions per year. An estimated 4 million sheets of 11 x 17 paper and 8 million sheets of 8 1/2 x 11 paper is used each year. All paper is purchased by the Missouri House of Representatives and is not the responsibility of the printing service. The print service is, however, responsible for unloading paper shipments that arrive and placing in allotted warehouse space. The House uses various paper weight, color and size depending on the request. Sizes range from, but are not limited to, 8 1/2 x 11 to 11 x 17 and paper weight vary from a standard 20lb paper to a 90lb card stock.

#### House Bills

##### Size of House Bills

- Mean number of House Bills introduced yearly over the last 5 years: 1131
  - The highest number was 1267
  - The lowest number was 1032
  - Total of all bills in 2014 was 1916
  -
- Mean number of pages per bill (includes all versions): 7

##### Number of printed copies for each type of bill:

- Introduced – 175
- House Committee Substitutes – 175
- Perfected – 275
- Truly Agreed – 300

##### Size of House Journals

- Maximum number of pages in a Journal in the last five years: 320
  - Minimum number of pages in a Journal in the last five years: 1
  - Mean number of pages in a Journal During Regular Session: 33
- Print count of each day's Journal: 150 – Deadline: 7:00 a.m. prior to subsequent Session day. (approximately 70 days per session that journal is printed)

##### Perfection Calendars

- Average size - no data available
- Print count: 20
- Deadline: 7:00 a.m. prior to subsequent Session day

#### Member Constituent Communications

While some constituent communications are printed and mailed during the legislative session, most are handled between June 1 and October 15. The number of impressions during this period in 2014 for constituent directories, questionnaires, newsletters and other various communication documents was approximately 18 million.

## **ADDRESSING**

Addresses and USPS paperwork are prepared by printing service in Mail Manager (2000) with addresses in Carrier Walk Sequence from Excel files provided through House Publications. The mean number of addresses per member mailing is approximately 15,000.

## **COMPUTER PROGRAMS**

Documents are frequently provided to the printing office through the following programs or methods:

- InDesign CS6 program
- WordPerfect 16 program
- Microsoft Professional Suite 2010 and 2013
- Adobe Acrobat
- Hard copy
- Scanning to PDF capability

Contractor will need to accept a wide variety of formats and devices.

## **DOCUMENT DESIGN AND LAYOUT**

Documents are printed in black only.

Document layouts frequently used are:

- Letter size, (Calendar format, et. al.) imaged single sided or duplexed, stapled once or more on a side or top with the number of images rarely exceeding 300. This configuration is frequently but not consistently 3 hole drilled. There will be a rare necessity to insert 1-8 unique color sheets (as dividers) or weights (for covers) in a document. Occasionally, documents of this sort will need to be 1. bound by tape 2. plastic comb bound.
- Legal size – single sided or duplexed frequently stapled
- Newsletter Tabloid - publications are duplexed and folded twice.
- Booklet 5.5" x 8.5" – publications are printed on letter size paper, duplexed and folded to size, saddle stitched and trimmed with cover stock covers and 20lb guts.
- Booklet 8.5" x 11" (legislation and Journal format, et.al.) – publications are printed on Tabloid paper, duplexed and folded to size, saddle stitched, trimmed frequently 3 hole drilled, occasionally with 60lb – 90lb cover stock covers and 20lb guts.

Formats for Publications being mailed:

- Tabloid, duplexed, folded twice and addressed
- Lettersize, duplexed and folded to 5.5" x 8.5", saddle stitched twice and addressed
  - Range of flats used in 2009 = 1, 5, & 6.

**Current Copiers/Equipment in the Print Shop**

Make/Model	# of machines	Rated Speed	Duplex	Stitch
Canon IR125	1	125	Y	Y
Kodak 150	1	150	Y	Y
(IR125 and 150 copiers include auxillary paper supply unit, Rotator/Stacker and Booklet Maker)				
Ricoh 1107	3	110	Y	Y
*Prism Inkjet Printer	1	N/A	N/A	N/A
*MBO Folder	1	N/A	N/A	N/A
*Acme Stitcher	1	N/A	N/A	N/A
*Bostitch Wire Stitcher	1	N/A	N/A	N/A
*Strapac Strapping Machine	1	N/A	N/A	N/A
*Challenge Paper Cutter	1	N/A	N/A	N/A
*Baum Table Top Folder	1	N/A	N/A	N/A
*Comb Binder Punch	1	N/A	N/A	N/A
*Challenge 3-hole drill press	1	N/A	N/A	N/A
*Comb Binder Inserter	1	N/A	N/A	N/A

(\*signifies House owned equipment-supplies, maintenance, service calls, etc. for these pieces of equipment is purchased by the House)

**3<sup>rd</sup> Floor Copy Center**

Make/Model	# of machines	Rated Speed	Duplex	Stitch
Ricoh 1107	1	110	Y	Y

All copiers are to be serviced, maintained and supplies provided by the printing service. All trouble calls from each location will be directed to the printing service for initial trouble shooting.

The House maintains 26 House owned **copiers** that will need to be replaced with comparable equipment or retained with the ability for the printing service to obtain parts and/or service each by an authorized technician. The House of Representative owned equipment is as follows:

### **Convenience Copiers located throughout staff and member offices**

Make/Model	# of machines	Rated Speed	Duplex	Stitch
Ricoh 3351	12	33	Y	Y
Ricoh 2851	6	28	Y	Y
Ricoh 171	8	17	Y	Y

### **Printing and Mail Services, Staffing Information**

It is recommended by the Missouri House of Representatives that the printing service run 3 eight hour shifts for the length of the contract. This should include a minimum of 2-3 day time employees and an onsite manager, 1 evening employee, and 1 night employee. In addition, the Third Floor Copy Center is to be staffed Monday through Friday, December through May, and must remain open and operational anytime the House is in session. The same should apply during Veto Session (held annually in September) and any Special Session that may be called throughout the year.

The Missouri House of Representatives may consult with a successful bidder regarding staffing levels. The Missouri House of Representatives reserves the right to establish staffing levels and to adjust such staffing levels as may be required by workloads and demand from time to time.

## **Printing and Mail Services, Reports**

The printing service will be required to provide monthly and quarterly reports to the Missouri House of Representatives. Monthly reports will detail print volumes from the Print Shop, the Third Floor Copy Center, and the convenience copiers located throughout member and staff offices. An update on completed print and mailing jobs is recommended. The total number of impressions used each month along with total percentage of impressions used for the year is required in each monthly report.

The quarterly report shall contain a detailed report consisting of job accuracy percentage, timeliness of submitted deadlines, total impressions used on a monthly and yearly basis based on copier locations, equipment down time, bulk mail pieces printed, and bulk mail postage used. Any other information or data the printing service provides that would bring value to the Missouri House of Representatives would be welcome.

This information will be used by the House of Representatives to track printing and paper use trends and for future contract negotiations.

## Additional Value-Add

The Missouri House of Representatives expects the printing service to bring value to areas in addition to those specifically identified in this RFP. The printing service should describe any unique capabilities it possesses that would assist our organization in achieving more productivity and cost savings and how these capabilities would be available to the House.

**Addressing** - The House owns and maintains a Prism Inkjet addressing machine along with a yearly purchase of mailing software (BCC). Due to the age of this piece of equipment, the House will consider as an addendum to this proposal a replacement machine that will be owned, maintained and operated by the printing service that is awarded this contract.

**Tabbing** – To meet requirements for three tab fold over U.S. mail pieces, the Missouri House will implement tabbing in the near future. The House will consider an addendum to the contract whereby tabbing functionality is added to production copying equipment, or included as separate equipment. In both cases the equipment will be owned, maintained and operated by the printing service that is awarded this contract.

**Color Copying Services** – The House is investigating the use of color printing to enhance the readability and distinctiveness of its publications. Potential uses may include printing of four-color House seal stationery, color photographs in one-sheet newsletters, and color-enhanced graphic elements such as heading boxes. The House anticipates changing its booklet production to a more graphic, less text-oriented format, with a consequent need for magazine-quality paper and color printing capability. The House will consider an addendum whereby options for color printing devices and services are available through the contract.

**Surveys** - The House allows each representative to conduct an annual survey of all registered voters by household. The standard method has been to use bulk mail to send a single sheet of 11 x 17 questions with space for comments. The House also provides an online survey system accessed through each member's page on the House website. Tabulation of the printed results, until 2015, has been by hand. The House will consider an addendum where printed surveys are scanned and the results tabulated automatically. Additionally, the vendor will provide a web based survey system and develop internal processes to ensure correctness and coordination of both survey formats.

**Member Office Bulk Mail** - While the majority of House Member bulk mailings go through the printing services contract there are occasions when House Members do small bulk mailings in their respective offices. These mailings generally come to the House Mail Room to be checked for accuracy and BCC mailing software is applied. The House will consider as an addendum to this proposal any extra costs that may occur to add this to the contract

## Section IV—Proposal Content

### A. General Supplier Information

The following items are of interest to us concerning your company. Please answer the following questions if they are applicable. If not, please indicate N/A.

1. What is the legal name of your company?
2. Please state the number of years your company has been in business.
3. Are you a subsidiary, affiliate, or franchise? If yes, what is the name of your parent company?
4. What is the headquarters location address, phone number and Web site?
5. What is the company ownership structure?
6. How many employees do you have worldwide? In North America? Locally in Mid-Missouri?
7. Provide a sample certificate of insurance identifying your standard insurance coverage.
8. Provide your tax identification number.
9. Provide your total number of office locations and identify key local offices that would be involved in managing this project.
10. Explain your ability to support and operate multiple manufacturers of office equipment and technology.
11. What kind of geographical classification applies to your company?
  - ☐ Local: (i.e., operates in only one city or state)
  - ☐ Regional: (i.e., operates in only one geographical area)
  - ☐ Multi-regional: (i.e., operates in more than one region, but not national)
  - ☐ National: (i.e., provide services across the U.S. only)
  - ☐ International: (i.e., conducts business in the U.S. and abroad)
12. Please attach a copy of your most recent annual report. If your firm does not issue an annual report, please provide audited financial statements for the past two years.
13. Please provide a sample contract for services you are providing.



***B. Capabilities, Local Support, and Account Management Approach***

1. Describe your company's core capabilities and business approach.
2. What differentiates your organization from your competition?
3. How is your organization structured locally and nationally and how does this structure support your ability to provide the services you are proposing?
4. Do you have a formalized process for managing customer operations where you are providing the employees?
5. Describe your overall approach to process improvements and what specific areas you would focus on at Missouri House of Representatives if you were awarded this contract.
6. Do you have a dedicated infrastructure to support your outsourcing business? Describe that structure in Mid-Missouri, and then company wide if applicable.
7. Explain in detail your ability and experience as a printing service to secure, operate, and manage 3<sup>rd</sup> party finishing equipment and supplies/service providers that will be required to complete the production of specific applications for the House of Representatives.
8. Describe how you would ensure that your solution would be kept aligned with the Missouri House of Representatives goals and strategies.
9. How do you collect and share best practices across your organization? How could we benefit from knowledge you gain at other operations?
10. Describe how your technical service organization functions.

***C. Proposed Approach***

In the subsections below, please describe the key elements of your proposal. Highlight any major features, functionality, or areas of support that differentiate your specific service offerings from your competitors.

Please note that we are not looking for a generic approach or boilerplate; rather, for a description of how you would approach the scope of work specifically at the House of Representatives.

**Printing and Mail Services**

1. **Proposed services instructions**—Based on the information provided in Section III, please provide the key elements of your proposal based on the following parameters:

- Describe the equipment you propose and why it will meet current needs, offer additional capacity, and provide flexibility
  - Describe how equipment will be serviced and maintained
- 2. Please provide detailed specifications for any proposed equipment.
- 3. Describe in detail your experience as a printing service in meeting requirements of providing high performance copiers that are necessary to meet the heavy demands and tight turnaround timeframes that frequently occur within printing operations.
- 4. Outline how you ensure that customer print jobs are completed and delivered on time. Describe the job tracking process as it pertains to the ability to locate a submitted job, point in production or hand-off for delivery.
- 5. Describe your technology/methods to aid in receiving orders and managing jobs. Include in your discussion the security programs in place to support any methods or technology.
- 6. Describe your decision process and criteria for acquiring new equipment, redeploying equipment, and disposing of equipment.
- 7. What costs, if any, will be charged to the House of Representatives associated with the removal or placement of equipment as described in question number 6?
- 8. Please present and describe any alternative or optional solutions in this section and the corresponding benefits.

## **D. Staffing**

1. How many employees do you have in the Mid-Missouri local area in the following categories?
  - a. Production/on-site employees
  - b. Operations management
  - c. Sales
  - e. General management
  - f. Equipment technicians
2. Please attach a sample organizational chart of your support teams for the House of Representatives, including their titles, areas of responsibility, years of experience in the industry and years with your company.
3. Explain in detail your process and sources in providing experienced and trained backfill for when regular staff absences occur.

4. Will you employ or hire part-time or temporary workers to support our location(s)?
5. Will criminal background checks be performed on newly hired employees before they begin work at the House of Representatives?
5. How will you train on-site employees without disrupting service?
6. How will you offer ongoing training and development to the on-site staff?
7. Are on-site employees empowered to make decisions regarding our account?
8. Please describe the benefits offered to your employees.

### ***E. Performance Metrics and Reporting***

1. How do you measure overall performance and productivity against our required service levels?
2. What types of reports are available to the House of Reps to track key performance indicators? Please provide samples.
3. How will these reports be made available to the House of Reps?
4. Provide example(s) of your management reports and billing spreadsheets and identify their frequency and purpose.
5. Outline your firm's ability to provide a monthly summary report, including charges by department number, with detailed documentation to support each charge.

### ***F. Transition and Implementation***

1. Describe your implementation process and provide a sample implementation plan.
2. Describe the members of your implementation team and give a brief description of their qualifications.
3. How will you ensure that the site is operating and performing to our specified service levels after the implementation is complete?

### ***G. References***

1. Please provide at least three references with contact information where you provide production printing and mail services. Preference will be given to local Mid-Missouri based references.
2. Please provide three letters of recommendation.

## ***H. Proposed Costs***

1. Assuming the total average volumes identified in Section III, pricing must include the following:
  - Proposed Equipment – state whether the manufacturing status is new, used, or remanufactured (must have ISO certification)
  - Supplies for proposed new equipment
  - Maintenance for proposed new equipment
  - Maintenance for equipment not replaced
  - Staffing
  - Backfill for staffing absences
  - Reporting and management systems
2. Please provide the following *fixed fee* and *variable fee* (unit based or other) pricing for all services and equipment
  - a. Fixed monthly fee must include staffing, management, backfill, proposed equipment, proposed equipment service (parts, labor, supplies), service, parts, and supplies for HOUSE OF REPS owned equipment, and also any software fees. Equipment leases must include property tax, origination fees, filing fees, etc
  - b. Number of B&W impressions included in fixed fee.
  - c. Additional charges: i.e. impression charges for black and white or color, or any other charges of any type not included in the fixed fee for supplies or other items.
  - d. Describe any contractual rate increases in your contract related to fixed and/or variable fees.
3. Please describe the structure of your services contract, i.e. what are the provisions for cancellation due to non-performance, or cancellation for convenience?
4. What are your billing terms?
5. In the event print demands increase or decrease due to changing business practices over the life of the contract, how would this impact pricing?
6. Describe how your proposal will improve cost-effectiveness. Please be as specific as possible.

**Attachment 1: Intent to Bid Form**

This form acknowledges your receipt of this RFP and states whether your firm intends to submit or not submit a proposal.

Company Name and Address			
Primary and Alternate Supplier Contacts (please include name, title, telephone number, fax number and e-mail address)			
Do you plan to submit a proposal?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If not bidding, please state the reason			
Authorized Signature:		Name:	
Date:		Title:	

Please return this form to the contact identified on the front cover of this RFP via mail, fax (573-751-3292) or e-mail ([rich.beckwith@house.mo.gov](mailto:rich.beckwith@house.mo.gov)) before 10:00 p.m., Wednesday, April 15, 2015.

**Attachment 2: Bidders' Walk-Through Attendance Form**

This form confirms your intent to attend the scheduled Bidders' Conference.

Supplier Name and Address		
Do you plan to attend the Bidders Walk Through?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If not attending, please state reason		
Please list planned attendees (maximum of 5; please provide name, title, company and telephone number)		

Please return this form to the contact identified on the front cover of this RFP via mail, fax (573-751-3292) or e-mail ([rich.beckwith@house.mo.gov](mailto:rich.beckwith@house.mo.gov)) before 10:00 p.m., Wednesday April 15, 2015.